

West Virginia Office of Technology

Instructions for Completing a Telecommunications Change Request (TCR)

- These instructions are to be followed when submitting TCRs to add, change, or disconnect voice and/or data services obtained through the current MPLS07, CENTREX and LDPHONE statewide contracts. If ordering both voice and data services, separate TCRs will be needed for each type of service (voice or data). If ordering service to be billed to more than one billing account, separate TCRs will be needed for each billing account.
- All TCRs must be typed in order to ensure accurate service delivery. Only complete TCR forms can be processed. The Network Administrative Services section can assist with the completion of the TCR and any questions regarding required fields by emailing tcr@wv.gov. Please allow time for technical and business consultations and research when necessary.
- The date of submission is the date that a complete TCR is provided to the vendor. Timeframes associated with the installation of services requested begin when a complete TCR is submitted to the vendor. Timeframes to be associated with the installation and/or disconnection of services are governed by the particular statewide contract(s) and/or Service Level Agreement(s) for each specific service. However, if the vendor requires special construction, then the contract timelines are not in effect. Please consult WVOT with questions.
- Email the completed TCR and any related correspondence to tcr@wv.gov. Do not send a TCR and related correspondence to an individual email address as this could cause delays with processing.

Information Requested on a TCR:

AGENCY INFORMATION	DESCRIPTION OF INFORMATION REQUESTED
Agency Department (REQUIRED)	Use Department [Org Level 1] (i.e. Transportation)
Agency Name (REQUIRED)	Use Agency Name [Org Level 2] (i.e. Division of Highways)
Division	Division name [Org Level 3], when applicable (i.e. Highways District 1)
Agency Primary Contact (REQUIRED)	This is the decision maker who should be contacted if there are questions regarding TCR costs and/or due date. This person should be familiar with the agency's billing system and account numbers.
Phone # (REQUIRED)	Agency Primary Contact's phone number including extension, if applicable.
Email (REQUIRED)	Agency Primary Contact's email address
Agency On-site Contact (REQUIRED)	Agency Contact Person at location of the service who is aware of the work requested. This person should be on-site and available to provide access to location to WVOT and/or vendor when needed.
Phone# (REQUIRED)	Agency On-site contact's phone number including extension, if applicable. This phone number must be a number at the actual site where services are being installed.
Email (REQUIRED)	Agency On-site Contact's email address
Agency Address (REQUIRED)	The E911 physical address of the location where the requested services are to be performed. This must include the zip code and county. The vendor will not be able to install services without this information.
Hours of Operation	This allows the vendor to be aware of when the office is open if an on-site visit is necessary to review, design and/or install the requested services.
Office Move / Old Address	This is needed to flag a possible need for disconnection of services once the move is complete.
TCR# (completed by WVOT)	Once the TCR is received by the West Virginia Office of Technology (WVOT) a TCR number will be assigned and placed in this area. This is the number that needs to be referenced when requesting the status of any TCR.

Req. Due Date	This is the requested due date based on the agency business need. This must be an actual date; "ASAP" cannot be accepted. The requested due date should be no less than 14 business days for a voice TCR. The due date cannot be less than 30 days for the installation of a PRI. The requested due date should be no less than 7 days to port numbers to a new PRI if the numbers are serviced by the provider on statewide contract. If numbers are being ported from one provider or to a different provider, the timeframe is a minimum of 30 days. The requested due date should be no less than 45 business days for a data TCR. The physical ability of the vendor to deliver the requested services, as well as, contract timelines and physical construction requirements may change the due date. The WVOT will work with the agency and vendor to meet agency requested due dates as best as possible. If this is an emergency, "EXPEDITE" will be written in this section. Additional charges may apply for expedite requests.
Direct Bill	If the agency receives the bill for services from WVOT, then the "No" box should be marked. If the agency is to receive the bill directly from the vendor, then the "Yes" box should be marked.
WVOT Field Tech (completed by WVOT)	When WVOT Field Tech on-site assistance is expected, the name of the WVOT field tech that can respond to vendor questions and assist with delivery of services will be required.
Phone (completed by WVOT)	When WVOT Field Tech on-site assistance is expected, the phone number of the WVOT field tech who can respond to vendor questions and assist with delivery of services will be required.
Email (completed by WVOT)	If WVOT Field Tech on-site assistance is expected, the email address of the WVOT field tech that can respond to vendor questions and assist with delivery of services will be required.

REQUESTED VOICE SERVICES	DESCRIPTION OF INFORMATION REQUESTED
BAC / BTN / Long Distance Account number (Group ID number) (REQUIRED)	The appropriate 4-digit Billing Account Code (i.e. 0999) and BTN (Bill to Number) for local voice services and/or the 10-digit Long Distance Account Number (Group ID number) for long distance services must be required if requesting voice services.
Include in Phone Book Listing	Check applicable box if listing(s) should appear in the phone book. If necessary, please attach a continuation sheet to specify how listing(s) should appear.
Add/Move/Disconnect	Check applicable box for work being requested. Please note that these check boxes are repeated for both local and long distance voice services as well as for calling card requests.
POTs / Centrex	If the request is for new phone numbers, the "add" box should be marked and the number of lines needed indicated in this box. If the request is to move or disconnect existing phone numbers, each affected phone number must be listed.
DSL	If this request is for new DSL service, the "add" box should be marked and the number of lines needed indicated in this box. If the DSL service is to be added to an existing phone line or if the request is to disconnect DSL service, the phone number must be provided. Please state in the Additional Comments section if a modem from vendor will be required.
ISDN-PRI/BRI	If the request is for a new PRI, the "add" box should be marked and the PRI form MUST be submitted along with the TCR. The request is not considered complete until this form is received.

Extend Demarc	If the request is for a PRI, then you will need to select “yes” for extend Demarc. Otherwise, it can be marked “NA”
Inside Wiring	This box is automatically marked “yes”. This allows vendor to run necessary inside wiring to complete the installation.
PIC / LPIC / PIC FREEZE	If the request is to include long distance services, these boxes must be marked as this ensures long distance services are maintained. This is necessary as it restricts service from being moved to another provider without your knowledge.
LD Acct #: 0333	The long distance carrier account number of the vendor on the statewide contract for long distance services.
Long Distance	If long distance calling is to be allowed for the phone numbers(s) within this request, the “add” box should be marked. If the request is to move or disconnect existing long distance service, each affected phone number must be listed.
International	If international calling is to be allowed for the phone number(s) within the request for long distance, the “add” box should be marked. If the request is to move or disconnect existing international calling service, each affected phone number must be listed.
Toll Free	If this request is for a toll free number, the “add” box should be marked. If the request is to move or disconnect existing toll free service, each affected phone number must be listed.
Calling Card	If this request is for a calling card, the “add” box should be marked and the employee name for the card listed. If the request is to change or disconnect a current calling card(s), list the current calling card number(s) as well as the employee name associated with the card.
Additional Services or Comments	Use this area to provide requested service summary and additional explanation of the service request (including if a modem is required for DSL service). If necessary, please attach a continuation sheet. Check the box if a continuation sheet is being used. If a PRI form and/or a Hunt Group form is needed, it must be attached. Check the appropriate boxes for these forms.

REQUESTED DATA SERVICES	DESCRIPTION OF INFORMATION REQUESTED
UBI / SV Account number (REQUIRED)	The 6-digit Unique Billing Identifier (i.e. 558999) and/or account number (SV010544)
T1, 10 MEG SES, 100 MEG SES, Other	If this request is for a new circuit, indicate the size of the circuit on this request. If this request is for an existing circuit(s), the circuit ID(s) must be provided.
Extend Demarc	If this request is to add or move circuit(s), the box to extend the demarc must be marked (unless this is determined not to be required.) A one-time charge of \$150 will apply to demarc extensions. The location where the circuit is to be extended should be listed in the additional services or comments section.
VLAN / Main Circuit	The box indicating VLAN / Main Circuit will be completed by the WVOT for agencies using the state network. If the agency is not on the State Network, then mark the “other” box. The VLAN and circuit ID must then be provided by the agency.
Additional Services or Comments	Use this area to provide request service summary and additional explanation of the service request. For instance, directions to the wiring closet where the circuit is to be extended.

AGENCY AUTHORIZATION	DESCRIPTION OF INFORMATION REQUESTED
Agency Authorization	This is the person (name both printed and signed) designated by the agency as having authorization to submit TCRs for voice and/or data related services on behalf of the agency. This person should have financial authorization since a TCR obligates an agency to financial responsibility of the requested services. The WVOT is obligated to accept TCRs for services from any employee within that agency and the agency will be responsible for any charges resulting from the services requested on the TCR. The agency needs to complete a Signature Authority Designation form for all individuals authorized to sign TCRs and submit updated designation forms to the Network Administrative Services section (tcr@wv.gov).
Completed by	This is the individual (name both printed and signed) who completed the TCR form.
WVOT Authorization (completed by WVOT)	This is the individual within WVOT who authorizes the TCR be submitted to the vendor.
Received by / Date (completed by WVOT)	This is the individual within WVOT who received the TCR from the agency and the date the TCR was received by WVOT.